



# AJAY NAIDU

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## PROFILE

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Over Twelve years of experience in handling diverse responsibilities independently, handling higher responsibilities successfully. Set up process and procedures for reservations in the new property. Hired and trained new team members and set up innovative plans for reservations and successfully achieved 100-99% occupancy even during lean period. As a reservation manager, handled the responsibilities of Revenue manager effectively and consistently, exceeded goals and targets with minimum resources

## Experience

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### CLUSTER REVENUE ANALYST

**Marriott Hotel & Resort, Bengaluru Cluster,**

From March 2020 till June 2020 (04 Months)

#### Role & Responsibilities

- Looking after 13 hotels, updating daily rates, creating packages, uploading weekly & monthly forecast and conducting weekly revenue meetings.

### RESERVATIONS MANAGER

**Al Baleed Resort Salalah by Anantara,**

Promoted in November 2017 till December 2019  
(03 Years 07 Months)

### ASSISTANT RESERVATIONS MANAGER (PRE OPENING)

**Al Baleed Resort Salalah by Anantara**

From June 2016 till October 2017

#### Role & Responsibilities

- Acting Revenue Manager from August 2017 till February 2018 and November 2018 till March 2019, yielding the revenue to achieve yearly budget.
- Market and Trend Analysis – understand the demand patterns & behaviour of the market.
- Pricing Of Inventory based on cost and demand and yield tactics to enhance revenue Channel Management & Distribution
- Website & OTAs content Management

#### Operations and Planning

- Set up of IDEAS Revenue Management system, new reservations office while in pre-opening. Published the SOP's for Al Baleed Resort Salalah by Anantara.
- Looking after hiring process of reservations team, conduct daily & monthly meetings through presentations. Enhancing the productivity of reservation team, manage roster & vacation plans of the team.

- Conduct the Probations for new team members, Mid year reviews & Annual reviews for the team and share the feedback with Human Resources.
- Lead weekly Revenue Meetings along with Revenue Manager & GM, discuss forecast and yielding strategies.
- Inventory Management for maintaining optimum mix of inventory. Thorough knowledge on reservation and revenue day on day and month end reports. Ensuring team to actively close business and to check feasibility of rolling out Up-selling program.

### **Operational Reviews and Process Optimization**

- Team Management Leading and motivating the team.
- Distribution channels, Budgeting & Forecasting.
- Plan the rosters, Vacation and maintain the attendance records to ensure 100% payroll accuracy
- Do the performance evaluations and appraisals for the team
- Plan the trainings for reservations team for the reservations team quality improvement.

### **Key Skills**

- Reservation Soft Skills, Maintaining brand standard with respect to email, guest calls and grievance and complaint handling.
- Website & Channel integration and regular updating of extranets as required.
- Acting as one point contact of room reservations to Front office, Sales & Finance.

## **SENIOR DUTY MANAGER (PREOPENING)**

**Days Hotel Chennai OMR, (Wyndham Group of Hotels)**  
From January 2016 till May 2016 (05 Months)

### **Role & Responsibilities**

- Handling for Front Office & Reservations Operations.
- Planning for manning and recruitment of Staff.
- Authoring SOP's for Front Office & Reservations operations.
- Emergency procedure., planning training activity outlines. Planning for training during pre opening, Simulations, launch and post opening.
- Taking over Areas of operations (Front Desk, Back Office, Business Centre, Reservations and Operator). Setting up areas as per brand and operational convenience.
- Vigorous training both theory and practical for associates to make them on brand.
- Motivating and maintaining employee morale in pre-opening.
- Post opening relooking at the operation flaws and redesigning the process where required.
- Handling all the OTA's inventory. Maintain information on prices, rates, specials, packages, programs, etc, while ensuring all staff are trained in all areas.

## **RESERVATIONS TEAM LEADER**

**Jumeirah At Etihad Towers Hotel, Abu Dhabi**  
From December 2014 till December 2015 (01 Year 01 Month)

### **Role & Responsibilities**

- Evaluate the staffing requirements & prepare schedules, adhering to budget goals. Schedule & assign staff breaks.
- Ensure the lines are attended at all times during scheduled hours & that sufficient staffing is present to meet the daily business demands.
- Ensure advance deposits, refunds of such & confirmation of both is processed.
- Ensure that group room blocks are released to general inventory after group's cut-off date or cancellation.

- Work closely with other dept. to effectively accommodate guests' special requests & amenities, with the FO Manager in determining the percentage for overbooking.
- Review previous night's occ. report, provide the update on the revenue picked up last night to the Reservations Manager.
- Review Travel Agency Commission Report daily for accuracy; resolve any discrepancies.
- Effectively managed the reservations team by assisting in day-to-day operations.
- Monitors daily calls, reservations quality, no-show and manage room rates & inventories.
- Ensure quality checks on existing reservations & monitoring non-guaranteed bookings.
- Ensure Team Members are developed effectively, maintain a thorough understanding of hotel facilities & processes, & generate a culture of high quality standards for relationship building, customer service, selling techniques, billing & processing, by training & guiding agents.
- Reduced/controlled rebates. Understand seasonal trends & work within them to ensure maximum occ. & average rate, keeping in mind the competition.
- Handling Guest complaints, & converting challenges into a closer relationship by resolving issues with compassion.
- Creating rate codes for all the Travel Agents & Corporate companies.

### **CLUSTER RESERVATIONS ADVISOR**

**The Address Hotels & Resorts (Emaar Hospitality), Dubai**  
From April 2013 till November 2014 (01 Year 08 Months)

### **SENIOR RESERVATIONS AGENT**

**City Seasons Suites & Hotels, Dubai**  
From November 2012 till April 2013 (06 Months)

### **RESERVATIONS AGENT**

**Media Rotana Hotel (Rotana Hotels & Resorts), Dubai**  
From January 2011 till November 2012 (01 Year 11 Months)

### **GUEST SERVICE ASSOCIATE**

**Taj Banjara Hotel (Taj Hotels & Resorts), Hyderabad, India**  
From December 2009 till December 2010 (01 Years 01 Months)

## **SKILLS**

- Customer Service Management Complaint Handling & Resolution, Property Management System.
- Customer Satisfaction Enhancement, Operational Process, Up-sell & Cross Selling
- Coaching & Training Reports & Documentation, Confirmation Management System
- Ideas Revenue Management System

## **EDUCATION**

### **BACHELOR OF SCIENCE (HOTEL MANAGEMENT)**

**William Carey University**  
Shillong, India